

Luis Camuñas Salgado

Professional Profile

I started my professional career at the same time I was studying Computer Science degree at UPC. My first assignment was to develop industrial machinery control software. I've been involved in different tasks; from technical assistance and training to customers, to sales and marketing. I am currently involved in management tasks, leading a team of six people.

Over my professional career I have been in contact with many industries, from small workshops to multinational car industry suppliers, and I have acquired excellent skills in customer relationship management; having responsibility in front of company stakeholders.

Because of my technical background, and many years of working together with our customers in developing industrial software and managing technical service, I am awesome in understanding customer's needs and translating them to technical solutions.

Education

1991-1998	Computer Science Engineer – Universidad Politècnica de Catalunya.
2013-2015	Executive MBA – EAE Business school
2015-	Master Computer Science - UOC

Experience

1992-2000	Elettrorava Ibérica Servicios, S.L. Position: Software Developer Function: My main function was to develop the control software for the machines the company produces. I've been in close contact with customers, and I've got a lot of experience in understanding customer needs and how to translate them into software and hardware features. We are the only company in its sector that develops its own measuring systems (hardware and software) in Spain and sell them worldwide. During this period, I have developed the successful USB instrument, that has been installed in more than 1500 customers around the world and most of them are still working.
2001-2008	Elettrorava Ibérica Servicios, S.L. Position: Technical Service Manager Function: I was in charge of technical service, leading a team of three people. My main task was to organize the repair service and the setting up of machines at customer's site. As Technical Service we were committed to solve any technical issue, in almost any case during the first visit. I've implemented the calibration service according to ISO standard; by giving that service the company has positioned as a reference on quality in the sector. The calibration service gives the opportunity to have recurrent income from existing customers, it also helps to keep contact with customers and acquire new customers that have a machine from the competitors. I also got a lot of experience giving phone assistance to customers and solving technical and delivery problems.
2009-2024	Elettrorava Ibérica Servicios, S.L. Position: Local Office Manager Function: I keep taking care of Technical Service and I've got responsibilities in the area of production and technical sales. I translate customer's needs to technical specifications. During this period, I've deployed an ERP system based on open-source software on a Linux platform.

2024- Escoles Universitàries Gimbernat

Position: Adjunct Professor

Function: Since 2024, I have served as an Adjunct Professor at Escoles Universitàries Gimbernat, teaching Computer Networks and preparing to teach Human-Computer Interaction and Web Application Architecture